

IVH Medical Appointments Kaizen Event Report Out

By: Dynamic Tripsters

June 9, 2006

IVH Kaizen Event

June 5 – June 9

Team Members

Jim Scott, Guidon Consultant

Sadie Wertz, IVH Nursing

Kathy Drey, IVH Nursing

Renee Balvanz, IVH I.T.

Fred Vore, IVH Dispatch

LeAnn Wax, IVH Nursing

Marcia Hanson, IVH Nursing

Gladys McIntire, IVH Med. Svcs.

Julie Hill, VA Des Moines

Maureen Nichols, VA Des Moines

Jim Elliott, IVH Performance Imp.

Kathie Flack, IVH Nursing

Sherri Konicek, IVH Nursing

Lois Keefer, IVH Heinz Hall

Angie Snyder, IVH Nursing

Jan Doe, IVH Nursing

Brenda Fleming, IVH Heinz Hall

Mary Hughes, VA Des Moines

Elizabeth Smith, VA Des Moines

Jeanne Hamilton, VA Iowa City

Scope

- Address the entire resident appointment process
 - From the time the appointment is made
 - Until is it fulfilled or cancelled

Objectives

- Define the resident appointment process and address problem areas
- Determine the appropriate paperwork for the appointments and the format it is to be sent
- Create a clear communication process for all parties

Objectives

- Determine number of trips for same resident with multiple appointments through better coordination
- Minimize number of trips for the same resident with multiple appointments through better coordination

Objectives

- Improve communication between IVH and outside facilities in regards to appointments and medical records
- Improve the current trips database for user ease and efficiencies

Goals

- Reduce false trips from 15% to 0
- Reduce medical appointment trip costs
- Reduce “how travel” rework to 0
- Increase number of appointment recommendations returned with resident to IVH to 100%

Kaizen Methodology

- Identify clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities – sort, set in order, shine, standardize, sustain



Results (Now 9% steps value added - was 3%)

Resident Appointment s	Current Process	New Process	Difference
Value added steps	4	4	0
Number of Loop Backs	4	0	100%
Total Steps	127	44	66%
Number of Decisions	15	1	93%
Number of Possible Delays	14 Total <small>Best: 16.5 days+ Worst: 262 days+</small>	3 <small>Best: 2 days + Worst: 28 days+</small>	79%
Number of handoffs	34	7	79%

Successes Already

- Met and got to know 4 staff from the VA Des Moines and 1 from VA Iowa City and now have “contact people”
- Two-way increased understanding of VA/IVH internal processes
- Improved forms – even combined 2 into 1
- CPRS referrals will now include radiology (within 2 weeks)
- Decreased number of staff involved in the process

Beginning Now

- New Forms
- Education to RNs on “how to travel” updates (June 20 NS2 meeting)
- Trial units begin new process by June 19th (HH, M4N, M4S)
 - VA cards, envelopes, etc.
- All units begin using attendant sheet

New Processes

- New database - user friendly
- Attendant checklist
- Transfer forms completed on unit
- All-inclusive appointment list from VA – shared with IVH staff,
 - i.e. RN, RTW, LPN, Switchboard, PCP, Dispatch
- VA providers will hand-write or fax new orders
- Dispatch enters leave times by noon the day before into database
- Master contact list – IVH and VA and Outside Facilities

Education by September 1

- Primary Care Providers
- RNs
- IVH Trip Coordinator
- NUCs
- Attendants – all RTWs & LPNs
- Switchboard
- VA and Outside Facilities
- Dispatch
- Resident

Fully Implemented

- **All staff will be trained and a full implementation of the new processes will be in place by September 1, 2006**

Homework

Item	Description	Person Responsible	Due Date
1	Radiology begin on CPRS referrals	Gladys	July Mtg.
2	Develop new database	Renee, LeAnn Angie	July 30, 2006
3	Education on “how to travel” to RNs (clear definitions identified)	Kathy, Sadie, Fred, LeAnn	June 20, 2006 (NS2 Mtg.)
4	Job Responsibilities book located on each unit – including flow chart	Jan, Marcia, Lois	August 15, 2006
5	Identify necessary paperwork with VA for transfers- VA notebook on units	Kathie	July 15, 2006
6	Complete combining forms and updating forms	LeAnn	July 15, 2006

Homework

Item	Description	Person Responsible	Due Date
7	Add unit fax and phone number to FAS sheet and comments section for PCP	Gladys Renee LeAnn	July 30, 2006
8	Continue communications with VA on CPRS access	LeAnn, Kathie,Gladys	July 30, 2006
9	Implement web-based calendar	Renee, LeAnn, Angie	July 15, 2006
10	Design and give access to individuals on list of VA appointments	Renee, LeAnn, Angie	July 15, 2006
11	Education to all necessary individuals – scheduled in Whitehill for 2 days	Kaizen Team	September 1, 2006
12	Complete implementation of new processes	Kaizen Team	September 1, 2006 ¹⁸

Team Member's Experience

Jim Scott

Closing Comments

We welcome your
questions and comments!